**Building Your Team and Culture Strategies**

Engaging the staff/providers

* Development of an Engagement Council
* Team meetings
	+ To include time to share gratitude with each other (shout outs)
	+ Resolve any conflicts/communication issues/misunderstandings
	+ Develop strategies/goals/ground rules on how to work together
* Focus groups
	+ Time for leadership to get feedback from staff on how things are going
	+ Collect ideas on next steps or finding solutions to problems
* Provider “lunch’n’learns
	+ Opportunities to provide updates
	+ Receive feedback
	+ Show gratitude
* Clinic wide retreat
	+ Teambuilding exercises
	+ Set goals for the year
* Book clubs
	+ Crucial Conversations is a good place to start
* Daily huddles (to include in session huddles
	+ Tool for communication during clinic day
	+ Prepare for the clinic session
* Celebrations
	+ Must be planned
	+ Opportunities to recognize hard work, show and share gratitude
	+ Annual award ceremony
* Staff education series
	+ Communication
	+ Conflict management
	+ Medical home concepts
* Clinic observations
	+ Create environment where feedback is safe
	+ Observe staff with patients/providers – give feedback on effective communication/workflow
	+ Observe providers with staff and patients – provide feedback on clinic efficiency, utilize team members, communication with team
* Clinic newsletter
	+ Opportunity to provide updates
	+ Show gratitude
	+ Staff/provider spotlights